

PERIODIC DISCLOSURES

FORM L-41GREIVANCE DISPOSAL

Insurer:

TATA AIG LIFE INSURANCE COMPANY LIMITED

Date:

30.06.11

GRIEVANCE DISPOSAL

Sl No.	Particulars	Opening Balance	Additions	Complaints Resolved/ settled			Complaints Pending
				Fully Accepted	Partial Accepted	Rejected	
1	Complaints made by customers						
	a) Sales Related	8	1853	941	60	808	52
	b) New Busines Related	1	349	205	25	117	3
	c) Policy Servcing related	31	1904	1070	161	644	60
	d) Claim Servicing related	4	314	138	11	109	60
	e) Others	0	16	9	2	5	0
	Total Number	44	4436	2363	259	1683	175

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
	a) Less than 15 days	124		124
	b) Greater than 15 days	51	1	52
	Total Number	175	1	176